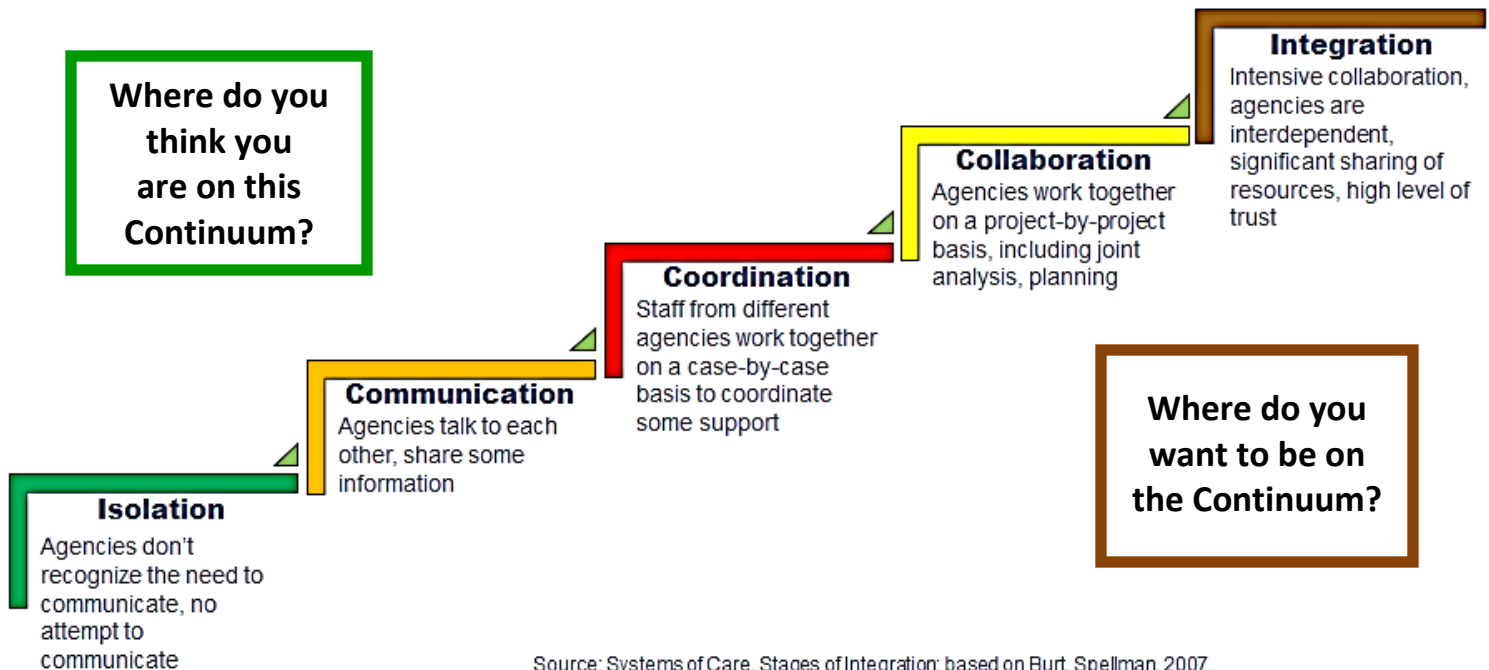


Service Integration

THE INTEGRATION CONTINUUM



Under WIOA, partner programs are jointly responsible to create: A seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the programs' services, including --

- Title I adult, dislocated worker, and youth programs;
- Title II adult education and literacy programs;
- Title III Wagner-Peyser program; and
- Title IV vocational rehabilitation program, as well as other required and optional partners identified in WIOA.

SERVICE INTEGRATION INVOLVES...

- A combination of strategies to align and simplify access to client services and supports with the goal of providing the best experience possible.
- Implementation of a distinctive mix of partner agencies, strategies, and processes based on the resources available, the needs of the clients served, and WIOA requirements. It does not mean partner agencies become subsumed into another Title or program.
- Integration can also be defined as full inclusion of new practices initiated by WIOA into the Workforce and the Core Partners' service systems, impacting the following:
 - ♦ Service delivery policies and procedures
 - ♦ Management information systems
 - ♦ Performance management systems

Are you interested in assessing and strengthening your level of service integration? Let us help...

WINTAC has developed the Integration Self-Assessment & Workforce System Assessment Tools which are designed to help partners consider their level of service integration. The WINTAC Team can assist state and/or local teams with identifying strategies to move from where you are today on the Integration Continuum to where you would like to be. Contact your state technical assistance liaison for more information.